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APR 11 2005

Applicants: Crouch, et al.

Serial No.: 09/232,749

Filed: January 15, 1999

Title: **QUEUE AS CALLABLE ENTITY
IN IP TELEPHONE SYSTEM**

Group Art Unit: 2664

Examiner: Tran

CERTIFICATE OF FACSIMILE TRANSMISSION

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Date Transmitted: April 11 2005

By: 
Jeanette L. Taplin

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Arlington, VA 22313-1450

Dear Sir:

In response to the Official Action mailed January 10, 2005, please enter the
following amendment:

Amendments to the claims begin on the following page.

Remarks begin on page 6.